



Speaker Won Pat <speaker@judiwonpat.com>

Messages and Communications

Speaker Won Pat <speaker@judiwonpat.com>  
To: Guam Legislature Clerks Office <clerks@guamlegislature.org>

Mon, Oct 19, 2015 at 10:30 AM

10/19/2015 10/19/2015 Department of Public Health and Social Services DPHSS FY 2014 Citizen Centric Report 33-15-0966

----- Forwarded message -----

From: **Bertha A. Taijeron** <Bertha.Taijeron@dphss.guam.gov>  
Date: Mon, Oct 19, 2015 at 8:20 AM  
Subject: RE: DPHSS FY 2014 Citizen Centric Report Submission  
To: "Honorable Judith T. Won Pat, Ed.D." <speaker@judiwonpat.com>, "croque@guamopa.org" <croque@guamopa.org>  
Cc: James Gillan <James.Gillan@dphss.guam.gov>, Leo Casil <Leo.Casil@dphss.guam.gov>

Good Morning,

Please disregard CCR that I sent to you on Friday, October 16, and replace with the attached CCR.

Thank you,

Bertha A. Taijeron

2015 OCT 19 AM 10:44

**From:** Bertha A. Taijeron  
**Sent:** Friday, October 16, 2015 5:17 PM  
**To:** Honorable Judith T. Won Pat, Ed.D. <speaker@judiwonpat.com>; 'croque@guamopa.org' <croque@guamopa.org>  
**Cc:** James Gillan <james.gillan@dphss.guam.gov>; Leo Casil <leo.casil@dphss.guam.gov>  
**Subject:** DPHSS FY 2014 Citizen Centric Report Submission

Hafa Adai,

Please see attached DPHSS FY 2014 Citizen Centric Report.

Thank you and have a good weekend.

Bertha Taijeron  
Program Coordinator  
Division of General Administration

Department of Public Health and Social Services  
123 Chalan Kareta

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PH: (671) 735-7125  
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33-15-0966  
Office of the Speaker  
Judith T. Won Pat, Ed.D.


Date: 10/19/15  
Time: 10:38 AM  
Received By: CS

0966

Ufisinan I Etmäs Ge'helo'Gi Liheslaturan Guåhan  
**Office of Speaker Judith T. Won Pat, Ed.D.**  
Kumiten Idhukasion Tinakhele', Kottura, Laibirihan Pupleko siha yan Asuntan Famalao'an  
155 Hesler Place, Suite 201, Hagatna, Guam 96910  
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 **DPHSS CCR 2014 Final.pdf**  
956K

# Department of Public Health and Social Services

## Citizen Centric Report

### Fiscal Year 2014



Department of Public  
Health & Social Services

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Pupbleko Yan Setbision  
Susiat*

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*[www.facebook.com/dphss](https://www.facebook.com/dphss)*

#### **MISSION STATEMENT:**

“To assist the people of Guam in achieving and maintaining their highest levels of independence and self-sufficiency in health and social welfare.”

#### **VISION STATEMENT:**

“Empowered people of healthy minds and bodies living in a safe environment throughout their lifetime.”

**Highlights 1**

**Performance 2**

**Financial Report 3**

**Moving Forward 4**

## HIGHLIGHTS:

**Construction of Emergency Receiving Home.** On July 1, 2014, the ribbon cutting ceremony for the newly built Emergency Receiving Home, “Guma Serenidad”, was held. The 24-hour multi-functional facility has 6,000 sq. ft. of interior space to provide temporary protective shelter for 10 clients at any given time and is an ADA compliant facility.

**Nutrition Services on Saturdays for Homebound Clients.** On September 11, 2013, Governor Eddie B. Calvo signed Public Law 32-068, the Budget Act for FY 2014 allocating \$500,000 to provide Nutrition Services on Saturdays for lunch through the Elderly Nutrition Program Home-Delivered Meals component to serve hot, nutritious meals to 1,180 seniors registered under this program.

**Immunization Program.** GuWebIZ was established as an “Opt-Out System” by Public Law 32-073 on November 27, 2013. The new public law also requires health care providers performing immunizations to submit vaccine administration data to the DPHSS.

**Women, Infants, and Children (WIC) Program.** Guam Special Supplemental Program for Women, Infants, and Children (WIC) implemented its new integrated data system: the Health and Nutrition Delivery System (HANDS) in October 2014 in a 5-state partnership with the CNMI, American Samoa, Navajo Nation and Arizona.

**Supplemental Nutrition Assistance Program-** In FY 2014 the program provides services to 57,420 participants. Total benefits issued was \$118,628,039.

**Medicaid Program-** In FY 2014 the program provided services to 43,723 eligibles; 17,121 caseloads. Total cost for medical services was \$80,352,617.50.

**Medically Indigent Program –** In FY 2014 the program provided services to 12,542 eligibles; 6,424 caseloads. Total cost for medical services was \$9,769,429.

# PERFORMANCE

## DIVISION OF SENIOR CITIZENS

Program Accomplishments (Clients Served)			
Program	FY 2014	FY 2013	FY 2012
Adult Day Care Services	140	139	138
In-Home Services	456	418	497
Case Management Services	2,131	1,956	2,030
Legal Assistance Services	196	251	240
Transportation Services	649	681	795
Senior Center Operations	1,357	1,285	1,443
Elderly Nutrition Congregate	1,358	1,437	1,621
Elderly Nutrition- Home-Delivered	1,684	1,667	1,753
National Family Caregiver Support Program	380	348	413
Adult Protective Services (w Emergency Receiving Home)	298	283	258

## DIVISION OF PUBLIC WELFARE # OF ELIGIBLES AND CASELOADS

PROGRAM	No. of Eligibles		No. of Caseloads	
	FY 2013	FY 2014	FY 2013	FY 2014
SNAP	57,146	57,420	18,904	19,113
CAP	8,298	7,981	4,293	4,101
Medicaid	43,969	44,723	16,693	17,121
MIP	12,800	12,542	6,785	6,424
Total	123,296	124,969	46,953	47,356

## Division of Public Health WIC Program Participation

FY 2014	89,531
FY 2013	89,953
FY 2012	88,438

## Division of Public Health — Office of Vital Statistics # of Certificates Issued

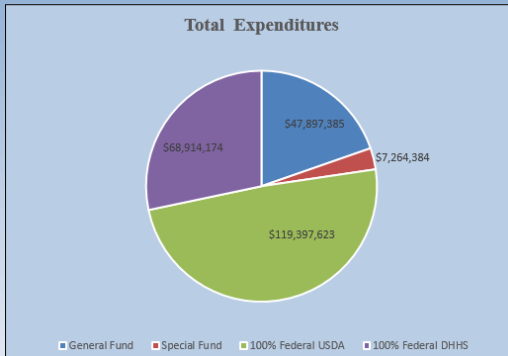
	2014	2013	2012
Births	14,815	14,434	16,647
Deaths	5,339	5,332	5,456
Marriages	3,944	4,154	4,578

## DIVISION OF ENVIRONMENTAL HEALTH

Services Provided	FY 2014	FY 2013	FY 2012
Inspections	786	1390	1,063
Foodborne Illness Investigations	0	2	9
Plan Reviews	559	625	439
Pre-Operation Inspections	618	572	558
Consultations	658	896	1,008
TOTAL SERVICES PROVIDED	2,621	3,485	3,077
CERTIFICATES ISSUED	FY 2014	FY 2013	FY 2012
Health Certificates	35,564	34,389	32,895
Sanitary Permits	3,238	3,093	3,111
Controlled Substances Registrations	371	334	302
Business Clearances	518	895	935
TOTAL CERTIFICATES ISSUED	39,691	38,711	37,243

# FINANCIAL REPORT

## FY 2014 Expenditures by Revenue



## FY 2014 & FY 2013 Expenditures

Revenue Source	FY 2014	FY 2013
General Fund	\$47,897,385	\$46,918,559
Special Fund	\$7,264,384	\$7,119,840
100% Federal USDA	\$119,397,623	\$129,478,984
100% Federal DHHS	\$68,914,174	\$58,460,897
<b>TOTAL:</b>	<b>\$243,473,566</b>	<b>\$241,978,280</b>

Division/Bureau/Section	FY 14 General Fund Expenditures	FY 13 General Fund Expenditures
Office of the Director	\$828,916	\$582,381
Chief Public Health Office	\$218,198	\$198,844
Community Health Services	\$48,000	\$48,000
Communicable Disease Control	\$633,556	\$667,300
Community Health Services	\$17,965	\$0
Primary Care Services	\$594,043	\$214,878
Family Health and Nursing	\$1,150	\$0
Medically Indigent Program	\$9,992,551	\$9,564,061
Foster Care	\$1,788,519	\$1,917,103
Division of Senior Citizens	\$218,415	\$283,282
Adult Protective Services	\$448,114	\$376,738
Division of Environmental Health	\$594,514	\$627,451
Financial Management Services	\$166,426	\$194,090
Supply Section	\$165,577	\$136,237
Management Support Services	\$84,209	\$151,542
Facilities and Maintenance	\$1,482,669	\$1,894,408
Systems Group	\$111,995	\$267,731
<b>TOTAL:</b>	<b>\$17,394,817</b>	<b>\$17,124,046</b>

### DPHSS receives the following funds:

**General Funds.** Primary fund from the local government.

**Federal Funds.** Granted from the US Department of Agriculture, (USDA), US Department of Health and Human Services (DHHS), Centers for Disease Control and Prevention (CDC), US Department of Interior (DOI) and others.

**Special Funds.** Consists of various programs that help fund the following: Community Health Centers (105), Health Professional Licensee (241), Health and Human Services (270), Controlled Substance (272), Environmental Health (600), and Healthy Futures (602). **Special Fund revenues are restricted to specific purposes.**

In FY14, USDA issued \$108,434,050 to Supplemental Nutrition Assistance Program (formally known as the Food Stamps Program) recipients to enable them to increase their food purchasing power using SNAP benefits at authorized retail grocery stores throughout Guam. SNAP provides basic nutrition assistance benefits to low-income people. The primary mission is to increase food security and reduce hunger. SNAP benefits are 100% federally-financed. Office of Public Accountability 2014 Financial Audit only reflects DPHSS FY 2014 general fund expenditures and does not include local and federal matching accounts.

# MOVING FORWARD

The Department of Public Health and Social Services conducted a strategic planning process to assess its current infrastructure and develop strategies for strengthening it. Through facilitated discussions led by the Association of State and Territorial Health Officials (ASTHO), DPHSS was able to develop a 3-year strategic plan moving forward. The plan focuses on three priorities which will help guide the department in augmenting its infrastructure and capacity to achieve its mission. The three priorities include: workforce development, modernize IT and support systems, and improve organizational structure and processes.

The DPHSS Strategic Plan for 2015-2017 will help guide DPHSS keep up with current health challenges and modernize its public health system. With the long-term goal and vision in mind, the department aims to pursue future accreditation following elements of the strategic plan.



**Process Mapping Workshop with ASTHO**



**Pacific Open Learning Health Net (POLHN) Official Opening**

## **WE WANT TO HEAR FROM YOU!**

Do you like this report? Do you believe it should include more information? Please let us know by contacting James W. Gillan, DPHSS Director at 735-7102 or [james.gillan@dphss.guam.gov](mailto:james.gillan@dphss.guam.gov) or Bertha Taijeron, Program Coordinator at 735-7125 or [bertha.taijeron@dphss.guam.gov](mailto:bertha.taijeron@dphss.guam.gov).

For more information about the department, please visit our website at [www.dphss.guam.gov](http://www.dphss.guam.gov).